

Message Text

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INFO AMCONSUL TORONTO

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E.O. 11652 N/A
TAGS: APER, AFSP, CGEN
SUBJECT: TORONTO CONSULAR STAFFING - REQUEST FOR PIT
POSITIONS

1. CONGEN TORONTO LABORED FOR YEARS UNDER INADEQUATE STAFF-
ING AND ACCUMULATED BACKLOGS IN VARIOUS CONSULAR FUNCTIONS.
ADDITION OF POSITIONS PAST TWO YEARS HAS HELPED ALLEVIATE
SITUATION. BACKLOGS HAVE BECOME MINIMAL AND SERVICE TO
PUBLIC HAS IMPROVED MARKEDLY, THOUGH IT STILL HAS NOT
REACHED IDEAL LEVELS OF RESPONSIVENESS. NARRATIVE PORTIONS
OF POST'S FY 1980 CONSULAR PACKAGE PROVIDED JUSTIFICATION
FOR SEVEN NEW FSL POSITIONS, TO IMPROVE WORK QUALITY AND
SERVICE TO LEVELS EXPECTED BY BOTH PUBLIC AND GOVERNMENT.

2. THE REQUESTED FSL POSITIONS HAVE NOT BEEN FORTHCOMING,
FOR REASONS POST AND EMBASSY UNDERSTAND. THE EXTENSION OF
FY 1978 PIT POSITIONS THROUGH SEPTEMBER 1978 HELPED POST
ACHIEVE PRESENT IMPROVEMENTS, BUT THESE POSITIONS WILL
EXPIRE SEPTEMBER 30. WE ARE CONCERNED THAT THE RESULTANT
DROP OF APPROXIMATELY 12 PERCENT IN CLERICAL STAFFING WILL
FORCE POST TO REVERT TO LEVELS OF PERFORMANCE THAT CLEARLY
WERE UNSATISFACTORY TO PUBLIC AND DEPARTMENT, AND THAT HAVE
NEGATIVE IMPACT ON MORALE OF STAFF REMAINING.

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3. WHILE VISA CASELOADS HAVE NOT SHOWN SUBSTANTIAL IN-
CREASES IN PAST YEAR, THE CONTENT OF THE WORKLOAD HAS BE-
COME MORE TROUBLESOME. NIV REFUSAL RATES ARE ALMOST DOUBLE
LAST YEAR'S, WITH ATTENDANT INCREASED NEED FOR REVIEWS,
ANSWERING COMPLAINTS, AND MORE CAREFUL INITIAL SCREENING.
EVEN AT CURRENT STAFF LEVELS SOME NIV APPLICANTS MUST
WAIT UP TO FIVE HOURS ON SUMMER PEAK DAYS FOR INITIAL

INTERVIEW. THE ROLLBACK IN AVAILABILITY OF WESTERN HEMISPHERE NUMBERS HAS REDUCED IV INTERVIEW LOAD SOMEWHAT, BUT ALSO HAS CREATED SIGNIFICANT INCREASE IN INQUIRIES, COMPLAINTS, CORRESPONDENCE AND RECORD-KEEPING. IT IS A CONSTANT STRUGGLE FOR CURRENT STAFF TO KEEP PUBLIC DISSATISFACTION TO MINIMUM, AND THIS WOULD BE HOPELESS WITH STAFF CUTS RESULTING FROM LOSS OF FOUR EMPLOYEES.

4. THE CITIZENSHIP AND GENERAL CONSULAR SERVICES SECTION CONTINUES TO PERFORM GREATER NUMBERS OF AMCIT SERVICES EACH YEAR. IN PART THIS RESULTS FROM GROWING "CONSUMERISM" WITHIN GOVERNMENT AS WELL AS PUBLIC, AND SPIRALLING EXPECTATIONS OF SERVICES CITIZENS EXPECT TO RECEIVE FROM CONSULAR OFFICERS. IN PART IT REFLECTS GREATER PUBLIC AWARENESS OF BOTH AMERICAN AND CANADIAN CITIZENSHIP LAWS AND THEIR IMPORTANCE IN TIMES OF SCARCE JOBS AND SCARCE VISA AVAILABILITY.

5. ADDITIONAL CLERICAL REQUIREMENTS CAUSED BY EXCHANGE OF SANCTIONS (PRISONER TRANSFER) TREATY, COUPLED WITH MORE EMPHASIS ON ARTICLE 36 OF VIENNA CONVENTION ARE ENORMOUS AND LIKELY TO INCREASE. THE 130 POLICE FORCES IN PROVINCE HAVE BEEN REMINDED OF ARTICLE 36 TO THE POINT THAT THEY ARE OBSERVING IT ALMOST WITH A VENGEANCE. THE HIGHER CONSULAR PROFILE IN PRISONER MATTERS, COUPLED WITH THE GROWING "CONSUMERISM" OF THE AMERICAN PUBLIC SEEMS TO BE UNCLASSIFIED

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BREEDING AN EVER-LARGER CASELOAD IN PROTECTION AND WELFARE. THE MORE VISIBLE CONSULAR ASSISTANCE BECOMES, THE MORE DEMAND THERE IS FOR HELP. THE CONGRESS AND THE DEPARTMENT HAVE MADE IT AMPLY CLEAR THAT THEY EXPECT THE DEMAND TO BE MET.

6. POST AND EMBASSY WOULD PREFER TO MEET THESE NEEDS BY ADDITIONAL PERMANENT STAFF AS SET FORTH IN CONSULAR PACKAGE. LACKING PERMANENT POSITIONS, HOWEVER, WE FEEL STRONGLY THAT FOUR PIT POSITIONS SHOULD BE RENEWED FOR THE PERIOD OCTOBER 1, 1978 TO SEPTEMBER 30, 1979. TWO WOULD BE ASSIGNED TO VISA DUTIES (PRIMARILY NIV BUT WITH SHIFTS TO IV AS WORKLOADS DICTATE) AND TWO TO PASSPORT/SPECIAL CONSULAR SERVICES. SINCE LIMITATIONS OF CONGEN PHYSICAL PLANT SEVERELY RESTRICT FLEXIBILITY IN REDIRECTING EITHER PERMANENT STAFF OR PUBLIC TO IMPROVE WORKFLOW AND OUTPUT, ALTERNATIVE TO STAFF INCREASE WOULD BE REVERSION TO STATUS QUO ANTE WHICH HAS BEEN DEMONSTRATED TO BE UNSATISFACTORY. ENDERS

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